



COMMUNICATION ASSISTANT BROCHURE

EVERY  
**CALL**  
MATTERS



EVERY  
CALL  
MATTERS

# ENHANCE TEAM COLLABORATION



Panasonic Communication Assistant Unified Communications (UC) productivity applications converges business telephony together with point and click computer based operations - providing businesses with the necessary communication tools that enable companies to be more nimble - improving employee productivity, business profitability and enhancing customer service.

More and more businesses are moving away from just the traditional desktop working environment, as more employees go mobile - working on the move, from home, moving between various offices/branches or travelling anywhere around the globe. In such dynamic work environments it is essential that people in a business can effectively communicate easily - anytime, anywhere.

Panasonic Communication Assistant Unified Communications (UC) productivity applications help businesses stay in touch with customers, suppliers and colleagues - wherever they may be, by streamlining business communication processes and allowing anytime, anywhere access to business communications.

The software supports two types of deployments:

- (a) Server-less deployment - for single site small to medium businesses.
- (b) Server based deployments - to support multi-site companies with up to eight (8) separate office locations.

## ▶ CA CLIENTS

The communication assistant clients applications have been designed to run in four different modes. These are:

### CA Basic-Express

– Point and click telephony – basic features.

### CA Pro

– Intuitive point and click telephony – fully featured with real-time presence and availability.

### CA Supervisor

– For Team Leaders, Managers or Supervisors to easily monitor and manage real-time telephony activities of group members and agents.

### CA Operator Console

– A company receptionist can use the Console application to quickly and easily handle all calls, professionally handling company communications between customers and colleagues.



CA PRO

REMOTE WORKER USING SOFTPHONE



CA BASIC EXPRESS

OFFICE WORKER



CA OPERATOR CONSOLE

RECEPTIONIST HANDLING CUSTOMER CALLS



CA SUPERVISOR

SUPERVISOR SUPPORTING TEAM MEMBERS



**COMMUNICATION ASSISTANT ENABLES BUSINESSES TO IMPLEMENT UNIFIED COMMUNICATIONS - ENHANCING BUSINESS PRODUCTIVITY.**

## ▶ ENHANCE PRODUCTIVITY AND COLLABORATION WITH COMMUNICATION ASSISTANT

Communication Assistant applications are highly intuitive UC client solutions that blends easy point and click telephony together with presence and availability, Microsoft Outlook® integration, Unified Messaging and a variety of collaboration tools to simplify and enhance real-time communications for all standard business telephony users. These applications help businesses improve employee efficiency and productivity and help streamline office communications. Key features include:

- ▶ View Real time Availability and Presence
- ▶ Visually Dial Contacts
- ▶ Check Presence across Multi-Site Network
- ▶ Incoming Call Popup
- ▶ IP Softphone Option for remote workers
- ▶ Desktop CRM Integration (TAPI Based)
- ▶ Visual Access to Common Phone Functions
- ▶ 12 Button Dockable Feature Toolbar
- ▶ Unified Messaging using Voice Mail Assistant (VMA) (note: Optional TVM50 or TVM200 required).
- ▶ Microsoft Outlook Integration
- ▶ Chat / Instant Messaging
- ▶ Fully Searchable Call History
- ▶ Support LDAP - Example: Microsoft Active Directory
- ▶ ThinClient Environment Supported
  - Microsoft Terminal Services
  - Citrix XenApp

## ▶ KEY BENEFITS

### Easy & User-friendly Operation

- Simple and intuitive GUI design
- Easy settings & customisation
- Quickly see who is available to handle calls

### Effective Visualisation

- Automatic Presence and Availability display
- Call History at a glance

### Business Application Integration

- Full access to Unified Messaging
- MS Outlook and Desktop CRM Integration
- Integration with IP Network Camera

(Panasonic HX-HCM/BB-HCM/BL-C series cameras)

## ▶ COMMUNICATION ASSISTANT SUPERVISOR

Communication Assistant Supervisor application is an indispensable productivity tool for team managers and supervisors. The software allows team leaders an easy way to keep an eye on all their team members' telephony communication activities. Group leaders can easily monitor team member's phone status, call details, presence and availability - perfect for managing an informal call centre or a small team receiving customer calls. In addition to the features supported by CA Pro, the following key features are additionally supported:

### ▶ Dashboard for Call Distribution ICD Group

#### ▶ Call Monitoring

- Silent Call Monitoring
- Busy Override
- Take Over Call

\* The use of Call Monitoring is subject to the approval within each country and best business practices.

## ▶ IP CAMERA INTEGRATION WITH COMMUNICATION ASSISTANT

Panasonic IP cameras can also be easily integrated, allowing users to monitor and control door access while reviewing the IP camera video feed on screen.

### ▶ CASE 1 : DOOR PHONE INTEGRATION WITH IP CAMERA

Office member can check a visitor via IP camera when the visitor presses the door phone button.



A TEAM MANAGER USING CA SUPERVISOR

### ▶ Manage Team members Calls

- Remote Agent Login/Logout
- Redirect Calls

### ▶ Quick Reports

- Total Incoming Calls
- Average Answer Call
- Overflow Call
- Lost Call



### ▶ CASE 2 : REMOTELY MONITOR PLACES SUCH AS A WAREHOUSE, CAR PARK OR SHOP

Business Owner or Manager can remotely monitor activities in areas such as warehouse, or shop from the convenience of their desk.



## ▶ OPERATOR CONSOLE FEATURES

Communication Assistant operator console application is designed for the busy office receptionists - offering on top of the standard CA Pro features - console features - optimised to handle multiple telephone calls using either mouse clicks or quick keyboard operations. The console application allows operators to quickly, efficiently and professionally handle all company communications between customers and colleagues. Key features include:

- ▶ Point and Click Operation
- ▶ Handle Multiple Calls
- ▶ Drag and Drop to perform Call Transfer
- ▶ Drag and Drop to Park/Retrieve Calls
- ▶ Monitor CO Line Status
- ▶ Change Office Colleague Extensions
  - Call FWD
  - DND
  - Extension Lock
  - Absent Messages



CA - PROVIDING UNIFIED COMMUNICATIONS



RECEPTIONIST USING COMMUNICATION ASSISTANT

Operator Console also supports the following additional options:

- ▶ IP Softphone
- ▶ ICD Group Agent Features
- ▶ Multi-Site Networking

## ▶ BASIC-EXPRESS INCLUDED AS STANDARD

60 day Trial is available for businesses to try out Communication Assistant software using CA Pro mode, while Basic-Express mode is available as standard for all\* users.

\* Depends on platform and deployment type. Requires downloadable activation keys. See specification details.



[www.panasonic.co.uk](http://www.panasonic.co.uk)

EVERYTHING MATTERS